

December 11, 2023

To Our Valued Customers,

Sunriver Water and Environmental companies provide water and sewer services to over 4500 customers in Sunriver, Sunriver Business Park, Caldera Springs, Crosswater and Vandevert Ranch.

The constant rising cost of doing business has accelerated due to recent inflation and the investment of \$18,000,000 to the wastewater treatment infrastructure to meet regulatory requirements. These factors ultimately result in increasing costs to our customers. Water rates are not increasing at this time and sewer rates are increasing by 15% effective with the January 2024 billing.

Sewer rates are based on water meter size. The majority of our customers (80%) are residential customers who have ¾" water meters. Below are the changes in monthly fees beginning in January 2024 for those customers. Residential customers with larger water meters pay proportionally higher fees based on the relative capacity of their meters. Commercial customers pay fees proportional to their meter size and water consumption.

Changes to monthly fees for a typical residential customer with a ¾" water meter:

Total (example)	\$107.17	\$119.40	\$12.23				
Sewer Service Use Fee ¹ Water Service Base Fee ² Water Consumption ³ (example)	\$81.57 \$16.20 \$9.40	\$93.80 \$16.20 \$9.40	\$12.23 no change no change				
					<u>2023</u>	January <u>2024</u>	<u>Change</u>

- (1) 15% increase.
- (2) No increase at this time. The water service base fee remains \$16.20 per month.
- (3) No increase at this time. The water consumption rate remains \$1.88 per 1000 gallons. Amounts in the table are based on consumption of 5000 gallons per month, which is typical average water use.

Our hardworking staff is dedicated to providing our customers with dependable and safe water and sewer services as well as excellent customer service. If you have any questions, please call us during regular office hours from 7:00 a.m. to 3:00 p.m., Monday through Friday, at 541-593-4197.

Sincerely,

Spencer Mitchell, General Manager

Sunriver Water LLC and Sunriver Environmental LLC